

COMMISSIONERS  
KRISTIN K. MAYES – Chairman  
GARY PIERCE  
PAUL NEWMAN  
SANDRA D. KENNEDY  
BOB STUMP



ARIZONA CORPORATION COMMISSION



0000113256

July 27, 2010

To: Docket Control

RE: Arizona American Water Company - Customer Comments  
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 7 customer comments OPPOSING a rate increase and/or consolidation in above cases.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission  
**DOCKETED**  
JUL 27 2010

DOCKETED BY	
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RECEIVED  
2010 JUL 27 P 2:53  
ARIZONA CORPORATION  
COMMISSION  
DOCKET CONTROL

W-01303A-09-0343  
SW-01303A-09-0343

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2010      **88140**

**Date:** 7/26/2010

**Complaint Description:**      08E   Rate Cases Items - In Favor  
   N/A   Not Applicable

**Complaint By:**      **First:**  
   **Betty**

**Last:**  
**Teague**

**Account Name:**      Betty Teague

**Home:** (000) 000-0000

**Street:**      n/a

**Work:** (000) 000-0000

**City:**      Anthem

**CBR:**

**State:**      AZ      Zip: 00000

**is:** E-Mail

**Utility Company:**      **Arizona - American Water Company**

**Division:**      Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

From: Betty Teague [mailto:  
Sent: Sunday, July 25, 2010 10:33 PM  
To: Utilities Div - Mailbox  
Subject: Water Rate Options -Vote

Hello

I live in Anthem Country Club and believe that consolidation is the fairest path to take in voting for water rate increases. Spreading the cost among a large pool provides for a lesser cost increase for the population affected. Water rate increases at level will have a negative impact on our household budget. As it is we pay on an average ~\$120.00 per month just for water during the summer months- June, July, August, September, October, way too much for a household to two adults- no pets and no children.

Please vote for consolidation

Sincerely  
Betty J Teague  
Anthem CC resident  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in SW-01303A-09-0343 and W-01303A-09-0343. closed  
\*End of Comments\*

W-01303A-09-0343  
SW-01303A-09-0343

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Carolyn Buck

Phone: 602-542-4217

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88070

Date: 7/23/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
**Mr.**      **Lowry**

Account Name: Mr. Lowry

Home:

Street: N/A

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ      Zip: 85351

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY COMMISSIONER NEWMAN'S OFFICE\*\*\*\*\* (referred to All Commissioners)

Reference: ARIZONA AMERICAN WATER CO.\*\*\*\*\*SUN CITY OPPOSED\*\*\*\*\*  
Docket No. W-01303A-09-0343 & SW-01303A-09-0343

From: Jennifer Ybarra  
Sent: Wednesday, July 21, 2010 10:44 AM

To: Connie Walczak  
Cc: Sheila Stoeller; Katherine Nutt; Trisha A. Morgan; Antonio Gill

Subject: AZ American Water Company W-01303A-09-0343/SW-01303A-09-0343

Connie, can you please docket the below message, thank you.

Kent Lowry called (07/21/10 @ 10:24 a.m.) He lives in the Sun City Grand area and he is displeased with the proposal. he doesn't feel they should pay higher prices.

Mr. Lowry asked that I pass his message along to all the Commissioners.

Thank you.

Jennifer  
\*End of Complaint\*

Utilities' Response:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Investigator's Comments and Disposition:

7/23/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/23/2010

Opinion No. 2010 - 88070

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W 01303A-09-0343  
SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: -----

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 88030

Date: 7/22/2010

Complaint Description: 08G Consolidation - Opposed  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: June

Moore

Account Name: June Moore

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W 01303A-09-0343  
SW 01303A-09-0343

Consumer against a 75% rate increase and consolidation.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

Date Completed: 7/22/2010

Opinion No. 2010 - 88030

W. 01303A-09-0343  
SW. 01303A-09-0343

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Trish Meeter

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2010      87950

**Date:** 7/19/2010

**Complaint Description:**      08G Consolidation - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** Barbara      **Last:** Pitcher

**Account Name:** Barbara Pitcher

**Home:** (000) 000-0000

**Street:**

**Work:**

**City:** Bullhead City

**CBR:**

**State:** AZ      **Zip:** 86442

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** Karl Wilkins

**Contact Phone:** (623) 815-3107

**Nature of Complaint:**

DOCKET NO.    W 01303A 09 0343    AND    SW 01303A 09 0343  
OPPOSED C ONSOLIDATON    BULLHEAD CITY

July 12, 2010

Corporation Commission  
Utilities Division  
1200 W. Washington  
Phoenix, AZ 85007

Dear Commission,

I recently read where Arizona American Water wants to combine all districts into one and divide the rate accordingly. The example given would increase my monthly bill by at least \$10.00. Why should Bullhead City pay the same as Lake Havasu City which is a wealthier district? Why should Bullhead City pay for infrastructure problems of other districts? (i.e. Mohave Valley) This is highly unfair.

The utilities keep raising rates and we keep getting poorer and poorer. The article did mention that you would require Arizona American Water to provide low income assistance which would help me somewhat. How to survive is a big problem for many of us Seniors.

Please replay (which you never do).

Sincerely,

Barbara Pitcher

\*End of Complaint\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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**Utilities' Response:**

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**Investigator's Comments and Disposition:**

Docketed.

\*End of Comments\*

**Date Completed:** 7/19/2010

**Opinion No.** 2010 - 87950

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W. 01303A-09-0343  
SW. 01303A-09-0343

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Jenny Gomez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No. 2010**      **87928**

**Date:** 7/16/2010

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

C.

Buchholz

**Account Name:**

C. Buchholz

**Home:** (000) 000-0000

**Street:**

**Work:**

**City:**

Youngtown

**CBR:**

**State:**

AZ

**Zip:** 85363

**is:**

**Utility Company:**

Arizona - American Water Company

**Division:**

Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

\*\*\*Docket Numbers W-01303A-09-0343 & SW-01303A-09-0343\*\*

REFERENCE: Arizona - American Water Company

7/3/10

Dear AZ Corp. Commission

Our water company (AZ-Amer.) should not get a rate increase ever again because they are TOTALLY nonresponsive to customer & will not even allow customers to speak to the Dept. they have a complaint against. When I first moved into my house, sewer roaches were running rampant. I finally heard you can call in to get sewers sprayed. I called & they said they'd been sprayed 3 yrs. Ago & the spray lasts 10 years. I said it obviously doesn't & they need to respray. Within a day or 2, I had the attached note on my door. That's when we had a different (&GOOD!) water company.

On 6/10 (almost 10 years later), we were becoming over run with sewer roaches again. I've made 3 phone calls since & nothing has been done. I think my 1st call was o 6/15/10 at 8 a.m. to 1-800-383-0834. I got no notice that anything was done, so I called the 1-800-no. for a second time. No. 6/15/10 was my 2nd call to that no; I didn't note the date of the 1st call. My 3rd call was to 623-974-2521. For the 3rd time, I was told she'd send a note to the appropriate office & they then would fill out a work order, which would then go to the Supervisor for scheduling, & that that Dept. does NOT take phone calls.

In the meantime, we see those creepy, ugly things all over the place! And in our houses all over! AND they'e having a LONG time of reproduce & reproduce & reproduce!!!

And we have to PAY these worthless people??

Sincerely, Cheryl Buchholz

Cc: AZ Amer Water

Mayor-Youngtow

Sun City Home Owners Assoc.

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

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Better Business Bureau  
AZ Governor  
AZ Atty Gen  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Noted and entered for the record and filed in Docket Control.  
\*End of Comments\*

**Date Completed:** 7/16/2010

**Opinion No.** 2010 - 87928

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W. 01303A-09-0343  
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

**Investigator:** Trish Meeter

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2010 87948**

**Date:** 7/19/2010

**Complaint Description:** 08G Consolidation - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:** Tracy

Tripp

**Account Name:** Tracy Tripp

**Home:**

**Street:**

**Work:**

**City:** Sun City

**CBR:**

**State:** AZ **Zip:** 85351

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

7/16

DOCKET NO. W 01303A 09 0343 AND SW 01303A 09 0343 OPPOSED TO CONSOLIDATION

Sun City

The proposed Arizona American Water District Consolidation would cause water bills to increase by 86% and waste water rates to increase to 155% of the current rates paid by Sun City residents. This has an extremely undesirable impact on those living on fixed incomes. As you know Sun City Residents largely are in this category. I request that the Arizona Corporate Commission NOT approve any request for Water district consolidation that would impact Sun City, Sun City West residents. Thank you for your careful consideration of this matter.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed

\*End of Comments\*

**Date Completed:** 7/19/2010

**Opinion No. 2010 - 87948**

W-01303A-09-0343  
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2010

87927

Date: 7/16/2010

Complaint Description:

08A Rate Case Items - Opposed

08G Consolidation - Opposed

First:

Last:

Complaint By:

Wilma

Beyers

Account Name:

Wilma and Caryl Beyers

Home

Street:

Work:

City:

Sun City

CBR:

State:

AZ

Zip: 85351

is:

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone

Nature of Complaint:

DOCKET NO. W-01303A-09-0343 SUN CITY OPPOSED TO RATES AND CONSOLIDATION

Customer moved here from Oregon because it was more affordable. She and her husband are opposed to the proposed increase and the consolidation of systems. If service is needed to the infrastructure, then they will take card of it when the time comes. They do not want to be lumped in with all the other systems. They want to be left alone. She understands the need for a little bit of any increase, but this is too much.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 7/16/2010

Opinion No. 2010 - 87927